

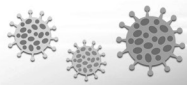


Home Services Providers

This tip sheet covers workers who provide home services such as installation, repair, and maintenance of utilities, heating and cooling, telephone/cable/internet, and appliances, or who work in trades such as plumbing, electrical, or HVAC at a private residence.

Guidance for Employers

- Stay informed, be prepared and follow the advice of your local public health authority.
 - Use reliable sources for credible information about COVID-19, such as the Public Health Agency of Canada: <https://www.canada.ca/coronavirus>
- Make sure workers understand how COVID-19 is spread and the exposure risks associated with their jobs and tasks.
- Develop an attendance policy that allows workers to stay home if they are sick or need to care for a sick family member. Ask workers to follow the Public Health Agency of Canada's steps for self-assessment (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>) or use a self-assessment tool from your province, and follow their recommendations.
- Use a COVID-19 screening questionnaire from a public health agency and remind workers to stay at home if they have symptoms of COVID-19, even if mild.
- Take every reasonable precaution to protect the health and safety of workers by conducting a risk assessment of each position and/or task and by providing education and training on how to work safely, including the use of personal protective equipment.
- Provide access to hand washing facilities or alcohol-based hand sanitizer.
- Promote respiratory etiquette, which means covering a sneeze or cough with flexed elbow or tissue.
- Encourage use of a non-medical cloth mask or face covering when physical distancing is not possible. Contact your local public health agency to determine if non-medical masks are mandatory.
- Develop written procedures on how to clean and disinfect frequently touched surfaces using approved disinfectant following manufacturer's instructions or an appropriately mixed bleach solution.
- Adjust work schedules to promote physical distancing of 2 metres (6 feet), and any additional changes to routines.
- Request or encourage pre-payment or cashless transactions. If cash must be exchanged, consider using a container to deposit cash and minimize contact.
- Minimize use of the pin pad/scanner by others (e.g., do not require a signature). Clean with disinfectant or an alcohol wipe after each use.
- Consult your health and safety committee or representative when putting measures into place.



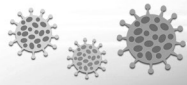
Home Services Providers

Guidance for Workers

- Follow your workplace's policies and preventive practices including physical distancing, hand hygiene and respiratory etiquette (e.g., do not touch your eyes, nose, mouth; sneeze or cough into a flexed elbow or tissue).
- Practice physical distancing by working at least 2 metres (6 feet) apart from co-workers and clients whenever possible. Wear a non-medical mask or face covering when physical distancing is not possible.
- Be aware that non-medical masks or face coverings can help prevent the spread of infectious respiratory droplets (produced when talking, sneezing or coughing) from coming in contact with other people or surfaces and are recommended when physical distancing is not possible. Non-medical masks or face coverings must fit well and be worn correctly, but understand that these masks may not be protective for the person wearing it.
- Self-monitor for symptoms of COVID-19. Follow the Public Health Agency of Canada's steps for self-assessment (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>) or use a self-assessment tool from your province. If symptoms develop, even if mild, isolate at home immediately and contact your local public health authority.
- Notify your supervisor immediately if you develop symptoms at work and ask about the procedure to follow until you can return home safely.
- Continue to follow all other safe work procedures. If it is unsafe to work, talk to your supervisor, health and safety committee or representative, and/or union if present.
- Wash your hands at the start of your shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, before entering a home, after each service call, and at the end of your shift. Remove jewellery while washing.

Home Service Calls

- Communicate procedural changes (such as no-contact service, delivery methods and payment options) and time adjustments to workers and clients in advance. This information can help ease potential frustration or anger and help maintain physical distancing.
- Screen clients before arrival. Determine if anyone in the house is experiencing symptoms, has been in contact with someone suspected or confirmed to have COVID-19, or has recently travelled outside the country. If so, delay the service call.
- Carry hand sanitizer or wipes, or ask for access to soap and water. Clean hands before and after each service call, after each in-person delivery, and after you handle cash or items touched by others.
- Wait outside and maintain distance from clients (e.g., use phones or the video doorbell/intercom where possible).
- Wave or nod to greet others, but do not shake hands. If it helps, keep your hands in your pockets.
- Perform any tasks or work outside the residence wherever possible.



Home Services Providers

- Wear all personal protective equipment as required. Where appropriate, wear a non-medical face mask when working in a home.
- When working in a home, place tools and equipment on a disposable plastic sheet or garbage bag. Dispose of the sheet or bag when the job is finished.
- Advise clients to wipe down any areas where contact was made with disinfectant or appropriately diluted bleach solution.
- If tools are used by more than one person, disinfect between users.
- Plan fuel or food stops at businesses with contact-less services.

Cleaning and Disinfection

A touch point is any surface that can be touched by bare hands by multiple people, multiple times.

- Use a checklist that identifies all surfaces that must be cleaned and any shared spaces at a central depot such as sorting stations, shared scanners and commonly used surfaces (e.g., counters, conveyor controls, touch screens, etc.).
- Use another checklist to clean work vehicles between users and at the end of the shift. Focus on the steering wheel, gear shift, seat belt, all door handles, control knobs and any other high touch areas.
- Make sure that any person required to clean has received the appropriate training and uses any required personal protective equipment.
- Clean visibly dirty or soiled surfaces with soap and water before disinfecting.
- Use a disinfectant or bleach solution to destroy or inactivate the virus.
 - Use a disinfectant with a drug identification number (DIN). This number means that it has been approved for use in Canada.
 - If household or commercial disinfectant cleaning products are not available, hard surfaces can be disinfected using a mixture of 5 mL of bleach (5% sodium hypochlorite) and 250 mL of water. Test surfaces before using a bleach solution. Bleach can be corrosive.
 - If liquids can be withstood, disinfect high-touch electronic devices (keyboards, tablets, smartboards) with alcohol or disinfectant wipes.
- Follow the product manufacturer's instructions, including any need for personal protective equipment such as gloves.
- Use a dedicated cloth for cleaning. Change the cloth daily or when it becomes visibly soiled.
- Apply disinfectant to a clean cloth. Saturate the cloth before treating touch points. Reapply as needed. Apply enough disinfectant to leave a visible film on the surface. Allow the surface to air dry.
- Reapply disinfectant to the cloth between surfaces.
- Determine the frequency of cleaning and disinfection based on your organization's needs. Clean at least once per day but more frequent cleaning (every 2 to 3 hours) may be necessary.
- Record when cleaning and disinfection has occurred.
- Provide tissues and plastic lined waste containers at operator stations, throughout the facility, and in vehicles. Use disposable gloves to empty the garbage and wash hands after removing gloves.
- Provide additional uniforms. Ask workers to wash their work clothing separately upon returning home.

Workplace/Site Depot

- Place signs at entrances to remind people who are experiencing symptoms, have been in contact with someone suspected or confirmed to have COVID-19 or have recently travelled outside the country to stay home and self-isolate.
- Ask all persons to check in. Do not allow people on-site if they appear to be sick or might be sick. Ensure physical distancing during sign-in and cleaning of any shared devices used in the process.
- Ask workers to monitor their health, especially before and during their shift. If symptoms develop, even if mild, ask workers to isolate themselves immediately.



Home Services Providers

- Review processes and minimize the number of workers who will be on-site at one time or sharing a vehicle. Schedule pick-ups, meetings, breaks, safety talks, and orientations to limit interactions and avoid congregating or working in the same area.
- Keep a list of who was present and on what shift or team, as well as all clients. This information will help with contact tracing if a possible case is identified.
- Submit documents electronically or wash hands after handling papers.
- Review processes for material pick-up and delivery, or maintenance activities.
- Control foot traffic patterns to reduce congestion and designate travel paths so workers do not have to pass each other closely.
- Hold verbal orientations to avoid touching papers.
- Avoid sharing electronics, equipment, tools, instruments, etc. where possible. Consider purchasing additional equipment if required.
- Remove shared items from common areas, such as pens, or cutlery and tableware from lunchrooms.
- Replace garbage cans with no-touch receptacles or remove lids that require contact to open.
- When protective equipment is assigned for use by workers, make sure the equipment is available at the time of their shift.
- Complete an assessment of all activities that are being performed to make sure appropriate personal protective equipment (PPE) is selected and provided.
- When PPE is used, develop procedures and train workers on the selection, use, putting on/removal, disposal, cleaning, maintenance, and storage of PPE.

Coping with Social Isolation, Microaggression or Stigma

- When helping others, encourage them to talk to someone trained in mental health first aid, or someone else they trust about what they are experiencing.
- For an employee, ask them to contact their supervisor, employer, or employee assistance service, if available.
- Contact your local public health or community resources that offer mental health services.
- Check out organizations online:
 - Canadian Mental Health Association <https://cmha.ca/news/covid-19-and-mental-health>
 - Canadian Psychological Association <https://cpa.ca/psychologyfactsheets/>
 - Kids Help Phone <https://kidshelpphone.ca/get-info/were-here-for-you-during-covid-19-novel-coronavirus/>

It is important that mental health resources and support are provided to all employees, including access to an Employee Assistance Program (EAP).



For further information on COVID-19, refer to the Public Health Agency of Canada

<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.